

World Wide Gap
Telecommunications Services
Your Connection to The World
By
Carol Hatfield

Middlesboro, KY - Residents of larger Kentucky cities would never expect to see a high-tech laser networking service in the shadow of the Cumberland Gap. Think again.

World Wide Gap is now employing laser technology to provide the fastest and most dependable service around. The laser gives customers the capability of receiving electronic data eleven times faster than the average DSL customer, and during recent thunderstorms and snowfalls World Wide Gap's customers saw no interruptions in service. Weather is not a problem.

Until five years ago owner, Larry Grandey, was a Sears store manager. At that time he saw a need for a telecommunications service in South Eastern Kentucky and Tennessee. To get the business going in the right direction, Grandey visited the South East Small Business Development (SBDC) for assistance.

The first office was located in Cumberland Gap, Tennessee and it didn't take long for Grandey to realize that 80% of his customers were from Bell County, KY. Grandey visited John Moore again at the SBDC to get help with business planning, sales projections, and all other important facets of making a major move.

So in February after a careful and impressive restoration of an old historic building, Grandey relocated the business to downtown Middlesboro. Having the World Wide Gap office right in the downtown area makes it more available to its customers who often stop in to talk. What a difference from "push 1 for, push 2 for, etc. Real live people are in that office – ready and willing to speak with their customers (both residential and commercial).

WW Gap is part of SouthEast Telephone's Agent Network. Through the Agent Network, independent companies have the opportunity to expand their business by offering not only their own products, but SouthEast Telephone's full range of telecommunications services.

WW Gap offers local phone service, long distance phone service, telecommunications systems, high speed internet access, internet access, 24/7 tailored web site hosting, office networking, and more. The WW Gap competition is Bell South and All Tell.

This is truly a successful family business in Middlesboro, KY. While visiting I met Larry Grandey, Grandey's wife, son, and grandchild. Grandey said, "anyone with questions can come by the office and talk about saving money on their phone bills, our Internet service, website hosting or development, or even if they're having computer problems we'll do our best to help them out". Now you can't ask for anymore than that, can you!